

Solar Titan USA

Case #: 18851505

Consumer	Edison, Thomas	Business	Solar Titan USA
Info:	3210 Garland Ave, Louisville Louisville, KY 40211	Info:	414 N Peters Rd Knoxville, TN 37922-2332
Sultanwayne2006@yahoo.com			

Date Filed: 10/24/2022 7:16:00 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

I signed up to get solar panels in May 2022. The panels have been installed and I am not receiving solar electricity. I am paying for the loan as well as electricity. I have called several times and spoken with representatives but they have not told me when I will be able to get solar electricity.

Consumer's Desired Resolution:

Contact by the business

Complaint Timeline

10/24/2022	Complaint Received by BBB: Legacy web
10/25/2022	Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
10/25/2022	Send Acknowledgement to Consumer: Legacy Otto
10/25/2022	Inform Business of Complaint: Legacy Otto
10/31/2022	Receive Business Response: Legacy WEB
11/01/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
11/09/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
11/09/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
11/09/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

10/31/2022 - Imported

Receive Business Response

We absolutely want to address your concerns! Please call 865-392-1036 ex.174